

Nalin D. Fernando

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Executive Profile Outline

LEADERSHIP | INTEGRITY | INNOVATION | TEAMWORK

I am a Certified project management professional with an MBA, MSc, PMP, CSM and over 22 years of diverse management experience in IT & Telecom. Adept in portfolio, program, and project management for over 15 years, with expertise in product development, strategic business transformation, cost rescaling, technology implementations and migrations.

I am skilled in implementing business process reengineering, digital transformation Change management, AI & analytics adoption that enabling strategic decision making through data-driven insights and informed advisory.

An effective communicator, team player, with a passion for innovation, aspiring to leverage my experience in a leadership role within the technology and management space.

Areas of Expertise

- **Scrum, Kanban** and **Waterfall** methodologies, large scale program/project managing in **JIRA, Confluence, MS Project, MS Teams** to ensure effective project management and value delivery.
- Experience in **Agile Coaching**, drive company-wide **agile adoption and transformation** by fostering team collaboration, while providing training and mentoring.
- Strive for continued excellence in **service quality improvements, digital transformation** and **AI adoption**.
- Hands on experience in **Change Management, stakeholder management** and divisional **governance establishment**.
- Strong **analytical skills, negotiation**, issue resolution. and **decision-making skills**.
- Hands on experience in **Core Network node Operation and optimization**.

Key Achievements

- Managing key Projects at Dialog and IFS including New innovation , IT & Business
 - Innovation funnel management in 2015
 - Credit zero platform implementation in 2016
 - Develop & implement Freezone platform in 2016
 - Pico Finance solution development in 2017
 - Implement real-time contextual campaign management solution in 2017
 - Awareness to Consideration(A2C) digitization track in 2018-2019
 - Group Technology Restructure in 2020
 - SWAT program – Network upgrade track 2021
 - Credit Recovery solution in 2021
 - Project SEAL – Best network experience: Analytic & Automation track in 2021
 - Digital services Analytics At The Edge program(Dialog Finance, eZ cash, Genie, Digi Health) in 2022
 - Lotus tower innovation center in 2022

- Retailer commission module in 2022
- Simple and flexible Navigation 2024
- Product experience update 2025

Professional & Educational Qualifications

- Master of Science in Project Management – Solent university UK (2023)
- Master of Business Administration – Cardiff Metropolitan University UK (2020)
- Successfully completed the Engineering council examinations UK (CEI) (2009)
- Project Management Professional (PMP) (2015)
- Certified Scrum Master (CSM) (2016)
- National Diploma in Technology (NDT) in Electronic and Telecom: Engineering - University of Moratuwa (2003)

Other Qualifications (Knowledge and Training)

- PLC Power PM leadership course
- Attend to LTE(4G) Technical training - conducted by Qualcomm
- Huawei MSC POOL/Core network Evaluation & optimization Training - Huawei University, Shenzhen, China
- Huawei MSOFTX3000/ UMG8900 Advanced Operation and Maintenance Training - Huawei University, Shenzhen, China
- Successfully completed SS7 & Camel training - conducted by Alcatel-Lucent
- Successfully completed the Huawei basic Msoft3000 training
- Successfully completed the Ericsson MSC survey training
- Successfully completed SEMA SMSC administration course
- Successfully completed the SUN Solaris Fundamentals, & Administration course at Millennium IT
- Followed Introduction to Oracle9i: SQL conducted by DMS Training Centre
- Successfully completed the Linux Fundamentals, & Administration course at Turnkey
- Working experiences in Jira, Confluence, Microsoft Project, Alcatel , Ericsson , Huawei MSC/HLRs & Tecklec STPs

Exposure & experience

Program manager – IFS R&D International (2023 to Date)

Job responsibilities are, *coordinate the progress of ERP related new feature development by ensuring alignment with deadlines, scope, and quality. Project Management Leadership, ensuring strategic alignment, execution excellence, and governance compliance with organizational and industry standards. to deliver a quality product*

- *Stakeholder alignment & communication across internal teams to align on program goals, milestones, and launch readiness.*
- *Strategic advisory & Leadership for directors on program performance, risks, and opportunities, providing actionable insights to support decision-making.*

- **Snr Project Manager - Enterprise Program Management Office (EPMO) (Q3-2015 to 2023)**

Responsibilities:

- End-to-end **Project Execution and Governance** of Digitization, Strategic & Innovation Projects, with the coordination of supportive divisions.
- Risk Management, Continuous Improvement
- Performance and Agile Transformation

- **Engineer [Mobile Voice Core Optimization] [2011 – Q3-2015]**

Responsibilities:

- Optimize Core network resources according to the performance counter values to prevent any service downtime or quality issues
- STP resource allocation for new services
- New service implementation at core network nodes & provide solutions for any issues during the pre-launch test
- Attend on day-to-day operations and maintenance work
- Attend on customer Technical issues (2nd level)

- **Asst Engineer [Switching(Ericsson/Huawei)Operations] [May 2007- 2011]**

Responsibilities:

- Day-to-day operations , maintenance, trouble shooting & installations
- Implement data for new BSC additions at core nodes(Huawei, Ericsson)
- Implement data for new inter MSC/PBX link additions
- Attend on customer issues (2nd level)
- Traffic management

- **Engineering Executive (Roaming Operations) [May 2003 - May 2007]**

Responsibilities:

- Operation, Maintenance & Troubleshooting of roaming related servers USSD , Welcome , Optimal Routing etc...
- MSC , HLR data implementations (Roaming related Alcatel/Huawei/Ericsson)
- New MSC , HLR testing (Roaming related)
- Attend on day to day roaming technical issues (2nd level)
- Attend on International SMS technical issues (2nd level)IREG testing (IR24 , IR32 , IR60)

Bio Data

- Nationality - Sri Lankan
- Marital Status - Married
- Religion - Buddhist

Referees

Heminda Jayaweera
GCOO – SLINTEC
Co-Founder – Jendo innovations/Thuru
Tel: 0777332296

Dr.(Eng.) Hassan Ismail
Senior General Manager -EPMO
Dialog Axiata PLC - Col – 02
Tel : 0773337273

I confirm that the Information given above are true and correct to the best of my knowledge.